
MONTGOMERY COUNTY

Charles W. Gilchrist

Center for Cultural Diversity

FY '09 Annual Report

July 1, 2008 - June 30, 2009



Montgomery County
RECREATION
DEPARTMENT

Table of Contents:

■ Executive Summary	4
■ Mission Statement.....	5
■ What we do... ..	6
■ FY'09 Accomplishments	8
■ Recommendations	9
■ Serving a diverse community: Center Demographics	10
□ Country of origin	11
□ Languages spoken	13
■ Reaching out to all residents of Montgomery County: Service Regions	15
□ Distribution by Service Region	16
□ Zip Codes within Montgomery County	17
■ Meeting the needs of our community: Gilchrist Center's Operations & Programming	19
□ Overview	20
□ Gilchrist Center's Operations	21
■ Service Categories	21
■ FY'07-FY'08-FY'09 Comparison	22
■ Operations by Site	23
□ Wheaton main office	24
□ Upcounty satellite office	26
□ Wheaton Library	27
□ Holiday Park Senior Multi-Services Center	28
□ Other offsite location: Mid-County Regional Service Center	29

Table of Contents:

■	Helping new Americans reach their fullest potential: Programs	30
□	Participation by Category	31
□	Volunteer- and partner-run programs	33
■	Fostering private and public resources: Information & Referral Services	34
□	Information & Referral Services	35
□	Services by Category	36
□	Services by Day/Time	37
■	Supporting organizations committed to serving our community: Facility Users	38
□	Activity & Attendance	39
□	Programs/ services supported by the Gilchrist Center	40
■	Gilchrist Center: a community-led endeavor; Cultural Ambassador Volunteer Program	41
□	Annual participation – hours	42
□	Volunteer Program’s Quick Facts	43
□	Monthly participation by hours	44
□	Hours per activity	45
■	Savings	46
□	Staff Salary Savings	47
■	Staff & Volunteers	48
■	Methodology	53

Executive Summary

- The Gilchrist Center continues with the County Government's commitment to serve the growing foreign-born community in Montgomery County.
- As a “one-stop shop” for foreign-born residents of Montgomery County, the Gilchrist Center continues to provide comprehensive services and programs to help all residents be integrated into Montgomery County life.
- Basic life skills development is the main focus of the Center's programming efforts.
- The Center provides extensive information and referral services offered from the public and the private sectors and helps clients navigate through the public system and other resources.
- There is a continuous support to a variety of programs and organizations, whether new or existing, through sharing resources and knowledge-based guidance to complement services available in the community.
- Through a robust volunteer base the Center continues to bridge communities: long-term residents embracing newcomers and helping them integrate to Montgomery County life.

Mission Statement

- To promote, develop and sustain multicultural awareness and community building through the combined efforts of all residents of Montgomery County.

- **Goals**
 - ❑ Promote multicultural understanding among community members through activities, programs, and services.
 - ❑ Foster and encourage cooperation, dialogue, and joint programming among the county's multicultural/multiethnic communities.
 - ❑ Assist in the acculturation of new Montgomery County residents.
 - ❑ Encourage community involvement of all residents of Montgomery County.
 - ❑ Provide cultural leisure opportunities for enjoyment.
 - ❑ Provide multiple resources to individual, community, non-profit, government, corporations, and educational organizations needing assistance in the areas of cultural diversity.

What we do...

The program offerings are clustered in three different areas of interest:

- ❑ **Programs for New Americans:** Provide primarily new immigrants with programs that help them assimilate to Montgomery County life. These may include English language classes, immigration seminars, pro-bono legal clinics, etc. The information and referral service is also included in this category.
- ❑ **Cultural and Educational Programs:** Offer or coordinate programs, classes, seminars and special events that help residents of Montgomery County understand and appreciate the traditions and heritage of diverse cultures including Spanish language and cultural immersion classes, a Spanish Conversation club, Go club (an ancient strategy game from East Asia), computer classes, and special community events.
- ❑ **Small Business Development Programs:** Offer programs and services which foster development of small business, particularly in the Wheaton area. The Center has partnerships with the Latino Economic Development Corporation, Department of Economic Development, and other state agencies to offer programs, services, and training opportunities to small business owners and entrepreneurs.

Additionally, there is the Cultural Ambassador Volunteer program which allows the Center to reach its goals and objectives through the efforts of community involvement. Volunteers contribute in many different capacities such as: teaching language and computer applications, coordinating and managing programs, providing translation services, assisting clients with information and referral services, and designing and maintaining databases, etc.

What we do... (cont.)

- The Center is based in downtown Wheaton. In 2004 the Center expanded its programs and services operations to a satellite office in Germantown. Currently, the Center also offers programs at Holiday Park Multi-Services Center, Wheaton Regional Library and other offsite locations to meet the increasing needs of the community.
- The Center was open 6 days a week. Its hours of operation are the following:
 - ❑ Monday: 9 am to 5:30 pm
 - ❑ Tuesday, Wednesday and Thursday: 9 am to 9 pm
 - ❑ Friday: 9 am to 1 pm
 - ❑ Saturday: 9 am to 3 pm
- The Center was run by 3 career staff, 7-8 seasonal staff and over 70 active volunteers.
- Foreign languages spoken by staff: Spanish (8), French (3), Japanese (1), Russian (1), Swahili (1), Khmer (1), Chinese (1), and Catalan (1).
- The Center also administered the Spanish Hotline that provides information related to the Recreation Department's programs and services in Spanish.

FY'09 Accomplishments

- Managed a total of 56,588 service requests. These requests were mostly for basic life skills development programs and services (employment, social services, free legal services, health, etc.) as well as educational/recreational programs (folk dance, computer classes, language classes and programs for seniors, etc.).
- Provided life skills development programs and services through information & referral services (phone calls and walk-in), programs, facility usage, and volunteer participation.
- Established new partnerships with House of Ruth, Liberty's Promise and Today's Family to increase its program offerings in the areas of legal services, youth leadership and vocational training.
- Recruited and employed more volunteers than ever before to help in the Center's operations and programs: 124 volunteers averaging 3 hours of service per visit.
- Increased significantly volunteer-led program offerings (66%) to meet the growing needs of the community and counter the loss of partnering organizations.
- Hosted 302 meetings and events led by emerging and existing organizations that offer much needed services and programs.

Recommendations

- Continue in its leading role in the diversity/social integration arena as a model for other local governments.
- Increase the diversity of the Gilchrist Center's staff and volunteer base to continue to provide multi-cultural and multi-lingual competency and services.
- Continue the commitment of the Montgomery County Government to provide services and programs for a growing population of foreign-born residents.
- Expand and diversify program offerings to continue to meet the needs of the community: financial counseling, new partners, etc.
- Expand program offerings countywide.
- Continue to foster relationships with organizations to bridge between community needs and resources available (from private and public entities).
- Maintain high quality information and referral services through an established and knowledgeable team of committed staff.
- Continue supporting emerging and established community groups by providing infrastructure and expertise.

Serving a diverse community...

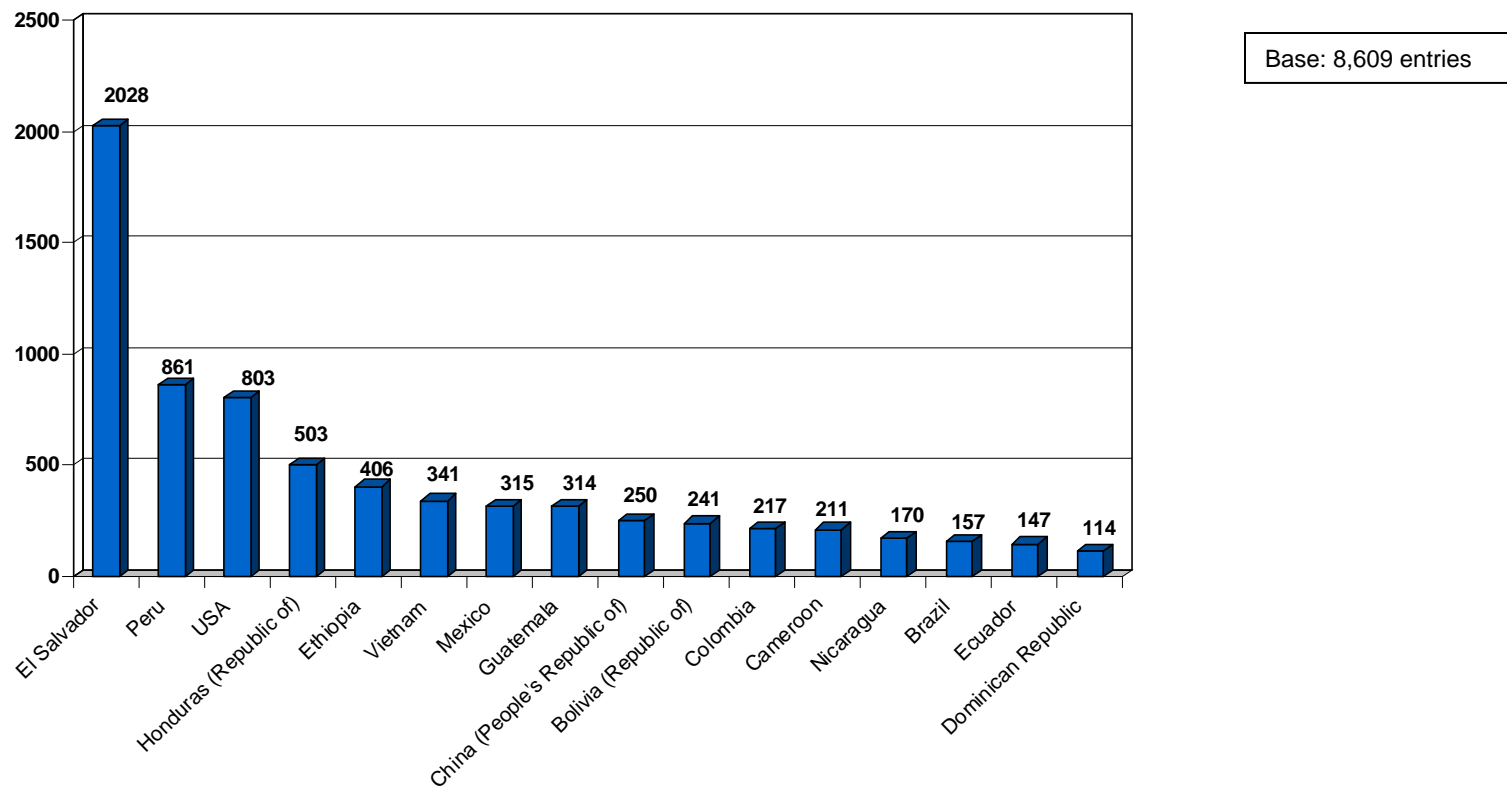
Center Demographics

“As a group, immigrants are an indispensable part of Maryland’s success.” –Extracted from The Report of the Maryland Council for New Americans, August 2009.

Center Demographics

Country of Origin

The Gilchrist Center welcomed residents from a total of 107 countries:



Country of Origin (cont.)

■ Other countries with less than 100 entries:

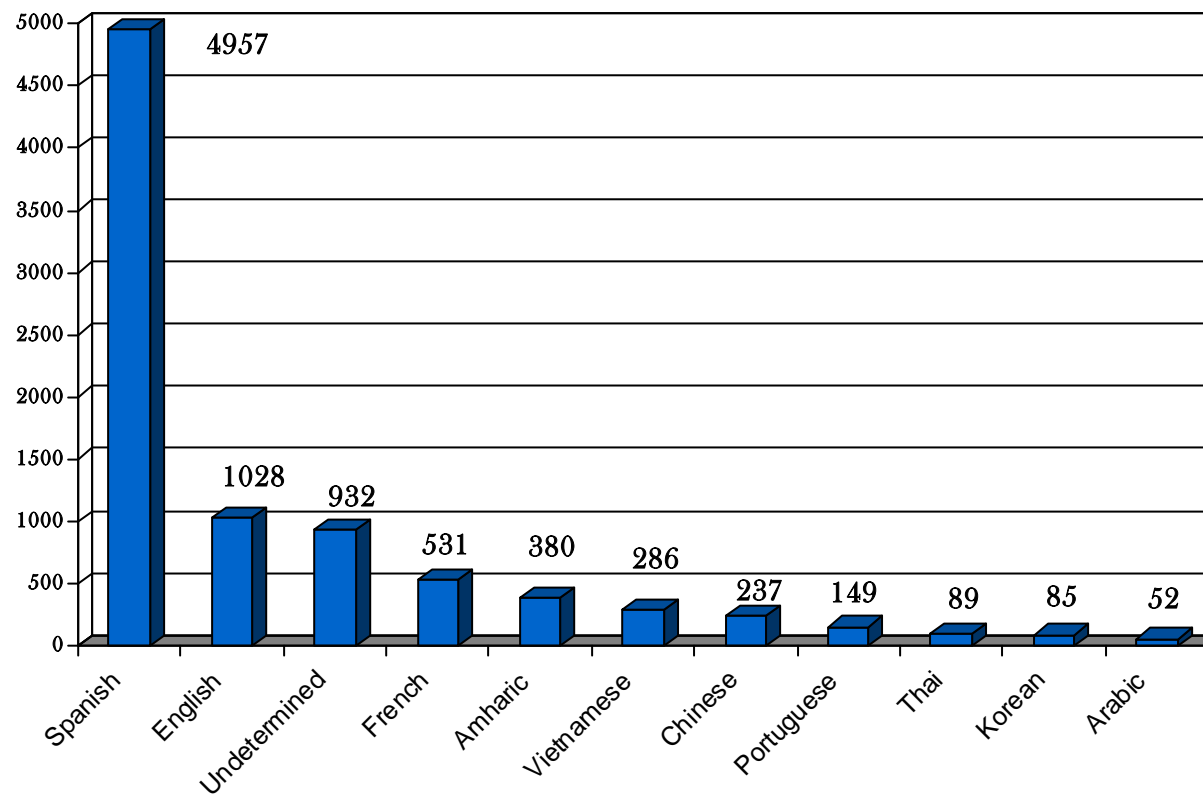
- Thailand	98	- Sudan	21	- Uruguay	8	-Saint Lucia	2
- South Korea	89	- Senegal	20	- Portugal	7	-Syria	2
- Chile	66	- Burkina Faso	19	- Uganda	7	-Bosnia & Herz.	1
- Venezuela	65	-Congo (Brazz.)	18	- Albania	6	-Croatia	1
- Haiti	57	-Gabon	18	-Nepal	6	-East Timor	1
- Eritrea	50	-Nigeria	18	-South Africa	6	-Egypt	1
- Cote d'Ivoire	47	-Indonesia	16	-Turkey	6	-Estonia	1
- India	45	-Philippines	15	-Korea (N.)	5	-Finland	1
- Sri Lanka	45	-Zambia	15	-Sierra Leone	5	-Guyana	1
- Paraguay	42	-Japan	14	-Tanzania	5	-Hungary	1
- Cambodia	41	-Spain	14	-Malaysia	4	-Lebanon	1
- Togo	41	-Madagascar	12	-Mauritius	4	-Netherlands	1
- Argentina	38	-Trinidad & Tobago	12	-Poland	4	-Palestine	1
- Iran	37	-Armenia	11	-Tunisia	4	-Romania	1
- Jamaica	37	-Benin	11	-United Kingdom	4	-Sweden	1
- Somalia	36	-Canada	11	-Kenya	3	-Uzbekistan	1
- France	33	-Italy	11	-Serbia and Mont.	3		
- Russian Fed.	32	-Bangladesh	10	-Yemen	3		
- Congo (Kinshasha)	34	-Rwanda	10	-Afghanistan	2		
- Morocco	27	-Cuba	9	-Angola	2		
- Ghana	25	-Dominica	9	-Belgium	2		
- Liberia	24	-Guinea	9	-Iraq	2		
- Taiwan	23	-Costa Rica	8	-Myanmar	2		
- Chad	21	-Germany	8	-Niger	2		
- Panama	21	-Israel	8	-Pakistan	2		

Center Demographics

Languages spoken

Gilchrist Center customers spoke a total of 41 different languages:

Base: 9,078 entries



Languages spoken (cont.)

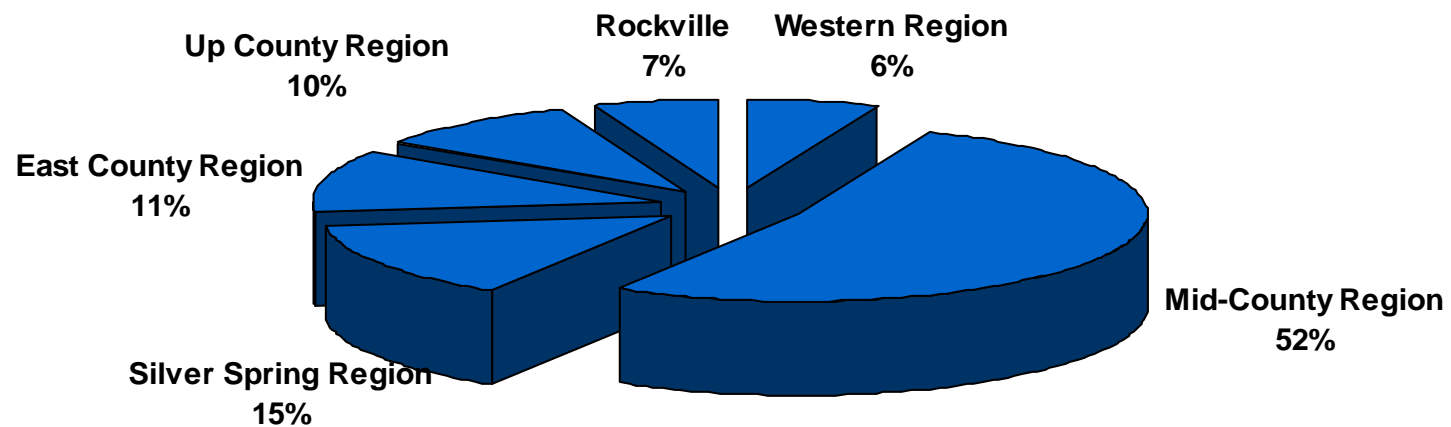
■ Sinhala	42	■ Somali	10	■ Wolof	3
■ Farsi	33	■ Armenian	7	■ Burmese	2
■ Hindi	33	■ Twi	7	■ Lao	2
■ Russian	29	■ Bangla	5	■ Telugu	2
■ Tigrigna	28	■ Lingala	4	■ Albanian	1
■ Khmer	26	■ Polish	4	■ Hebrew	1
■ Italian	18	■ Swahili	4	■ Hungarian	1
■ Japanese	14	■ Turkish	4	■ Kurdish	1
■ Bahasa Indonesia	14	■ Urdu	4	■ Tibetan	1
■ Tagalog	13	■ German	3		
		■ Haitian Creole	3		
		■ Nepali	3		

Reaching out to all residents of Montgomery County ...

Service Regions

Distribution by Service Region

The Gilchrist Center serves all residents throughout Montgomery County as follows:

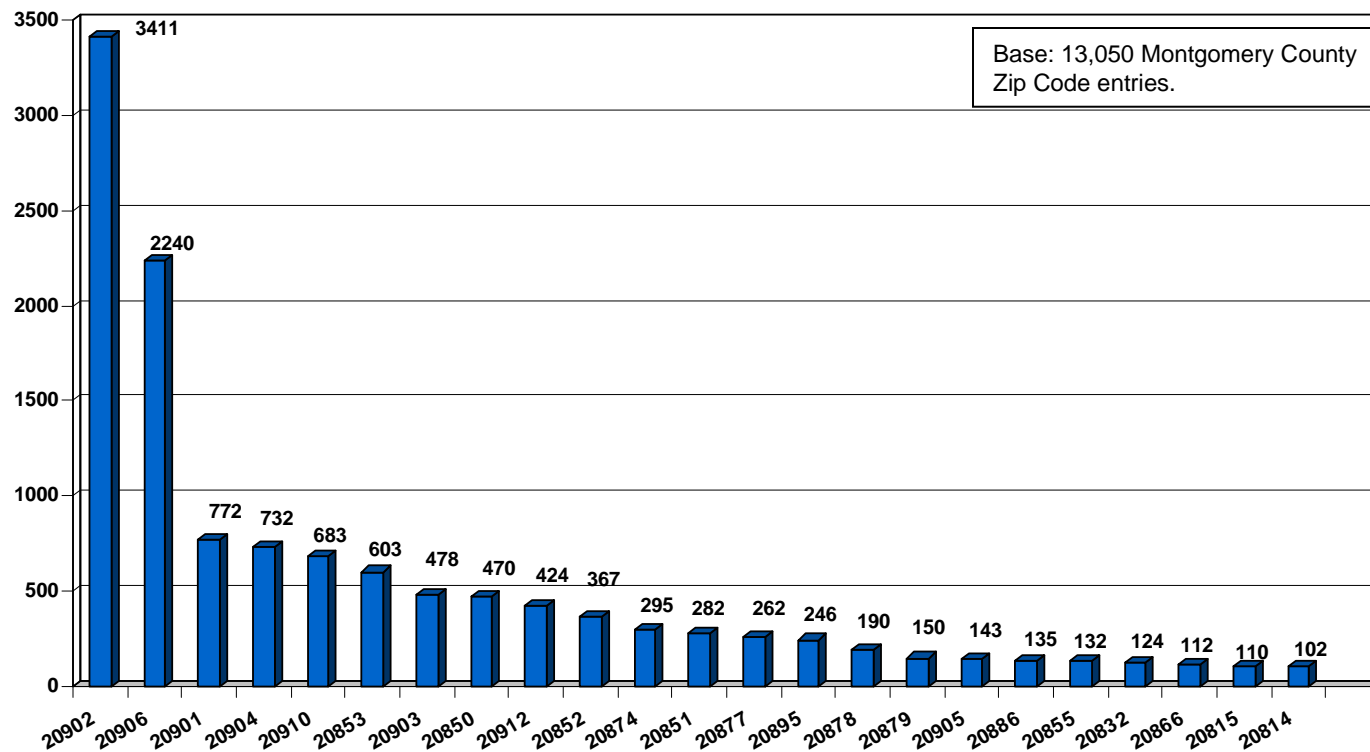


Base: 13,050 Montgomery County Zip Code entries.

*Service Regions & Zip Codes defined as follows: **Western County:** 20812, 20813, 20814, 20815, 20816, 20817, 20818, 20824, 20825, 20827, 20852, 20854, 20859, 20896; **Mid-County:** 20830, 20832, 20833, 20848, 20853, 20855, 20860, 20862, 20891, 20895, 20902, 20906, 20908, 20915, 20916; **Silver Spring:** 20901, 20907, 20910, 20911, 20912, 20913, 20918; **East County:** 20861, 20866, 20868, 20903, 20904, 20905, 20914; **Upcounty:** 20837, 20838, 20839, 20841, 20842, 20871, 20872, 20874, 20875, 20876, 20877, 20878, 20879, 20880, 20882, 20883, 20884, 20885, 20886, 20898; **Rockville:** 20847, 20849, 20850, 20851.

Zip Codes within Montgomery County

Participants who visited the Gilchrist Center live mostly in the immediate area surrounding the Center (Wheaton-Glenmont area). Participants from Silver Spring and Rockville zip codes are also significant.



Zip Codes within Montgomery County (cont.)

■ Other Montgomery County zip codes with less than 100 entries:

- 20854: 94	- 20907: 11	- 20868: 4
- 20876: 86	- 20882: 11	- 20861: 4
- 20817: 83	- 20900: 10	- 20856: 4
- 20872: 39	- 20860: 10	- 20911: 3
- 20833: 31	- 20875: 9	- 20891: 3
- 20841: 30	- 20707: 9	- 20858: 3
- 20871: 29	- 20880: 6	- 20849: 3
- 20816: 20	- 20857: 6	- 20837: 3
- 20908: 12	- 20915: 4	- 20813: 3
- 20916: 11	- 20896: 4	
- 20914: 11	- 20883: 4	

Meeting the needs of our community...

Gilchrist Center's Operations

“Removing language barriers to services is a key element to a culturally competent government that can serve all residents well.”
Isiah Leggett during issuance of Executive Order on Language Access.

Overview

- ❑ The Gilchrist Center operates at its main office located in Wheaton, as well as at its satellite office in Germantown. Additionally, the Center runs programs at other sites: Wheaton Library, Holiday Park Multi-Service Center, and other offsite locations.
- ❑ The Gilchrist Center provides newcomers, specifically immigrants, with basic life skills development programs that help them assimilate into Montgomery County life. The Center also offers programs to promote multicultural understanding among the county residents, such as Spanish 101 Fun for Everyone, a Spanish cultural immersion program through the language. The Center also incorporates small business development programs.
- ❑ These programs are taught and run by either Center volunteers or partner organizations.
- ❑ The Gilchrist Center partners with community organizations and government agencies to offer a variety of programs that support its vision, mission and goals.
- ❑ The responsibility of coordinating and implementing these programs is shared by both partner organizations and Center staff.
- ❑ Most programs offered at the Gilchrist Center are free of charge.

Gilchrist Center's Operations

Service Categories

Base: 56,588 entries

- The total number of walk-in visitors, phone call inquirers and repeating program participants registered in FY'09 was **56,588**, distributed in the following service categories:

- **77% - Program participants**

including one time visitors and participants enrolled in programs with multiple sessions.

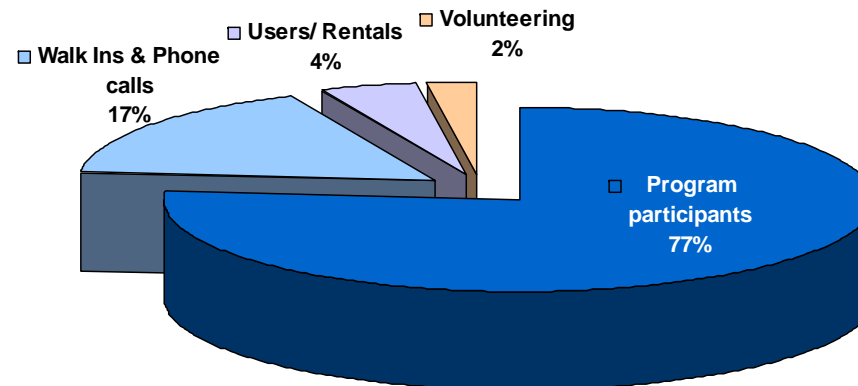
- **17% - Walk in & Phone Calls**

- **4% - Rental/ users**

participants registered for the rental event.

- **2%: Volunteering**

number of occasions in which volunteers visited the Center to support its activities.

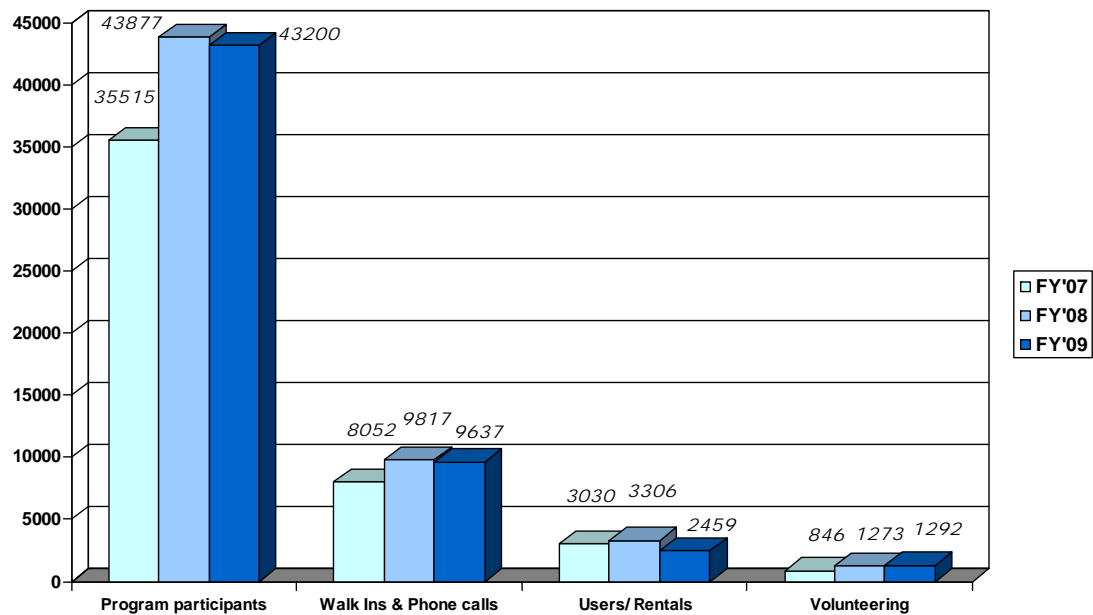


Gilchrist Center's Operations

FY'07 – FY'08 – FY'09 Comparison

FY'07 Base: 46,833 entries
FY'08 Base: 57,000 entries
FY'09 Base: 56,588 entries

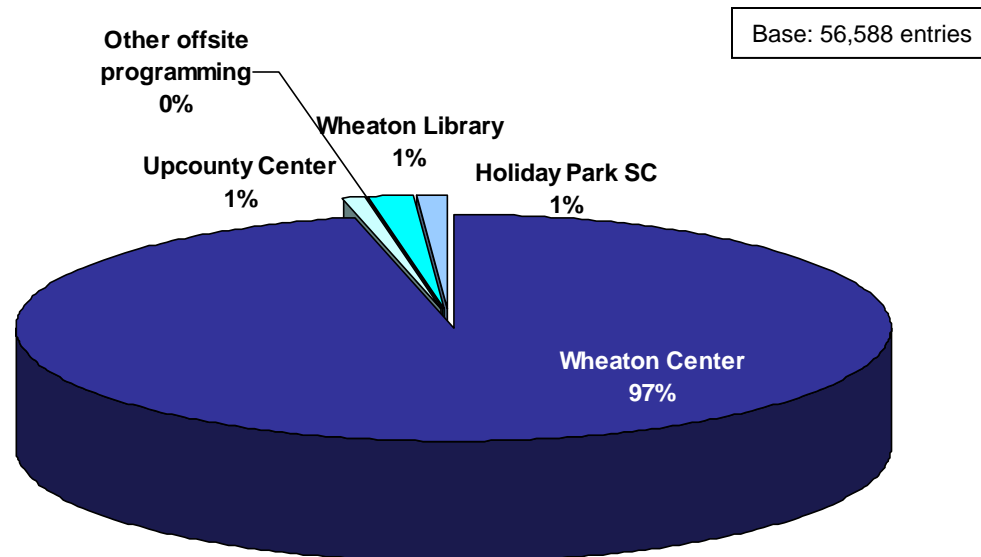
For the last 2 years the levels of services have remained the same after a significant hike in FY'08.



Operations by Site

During this past fiscal year the Gilchrist Center operated at 4 sites: the Wheaton main office, the Upcounty satellite office, Wheaton Library, Holiday Park Multi-Services Center, plus other offsite locations.

Participants per site



Operations by Site

Wheaton main office

Programs & Services:

The Gilchrist Center at its main location served:

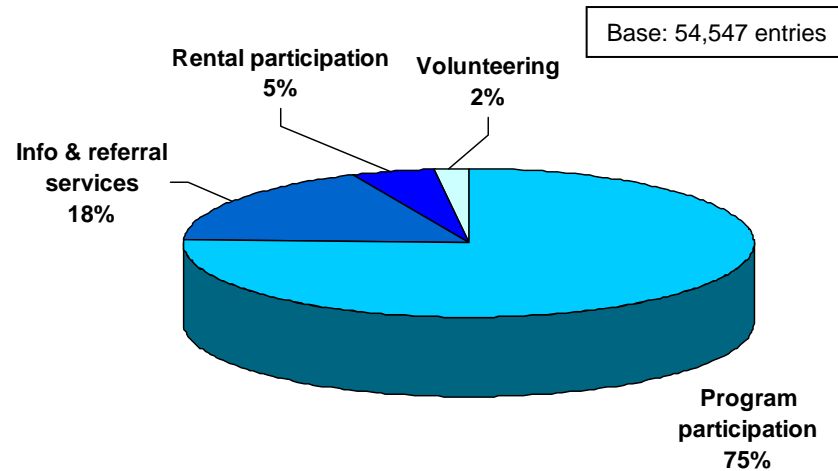
- 41,412 program participants
- 9,547 information & referral requests (through phone call or walk-in)
- 2,459 rental participants

There were 42 programs held during FY'09:

- 30 volunteer-run
- 12 partner-run

Volunteer participation:

- 1,129 volunteer visits
- 3,374 volunteer hours



Operations by Site

Wheaton main office (cont.)

Partner organizations in the Wheaton location:

- Montgomery College – Adult ESOL Literacy – GED Program
- Montgomery County Bar Foundation – Pro Bono Legal Clinic
- Community Tax Aid – Tax Preparation Clinic
- Baltimore City Community College – Citizenship Preparation program
- Advocates for Survivors of Torture & Trauma – Counseling and Case Management for refugees and asylees
- House of Ruth – Domestic Abuse Legal Advice
- Family Learning Solutions – After-school Program for K-5 grade students
- Arthur Lewis Go Club – Go Club
- Latino Economic Development Corporation – Business Development Consultations & Seminars
- Today's Family – Basic MS Word Training
- University of Maryland – Health/Nutrition Seminar
- Liberty's Promise – Youth Civics Education Program

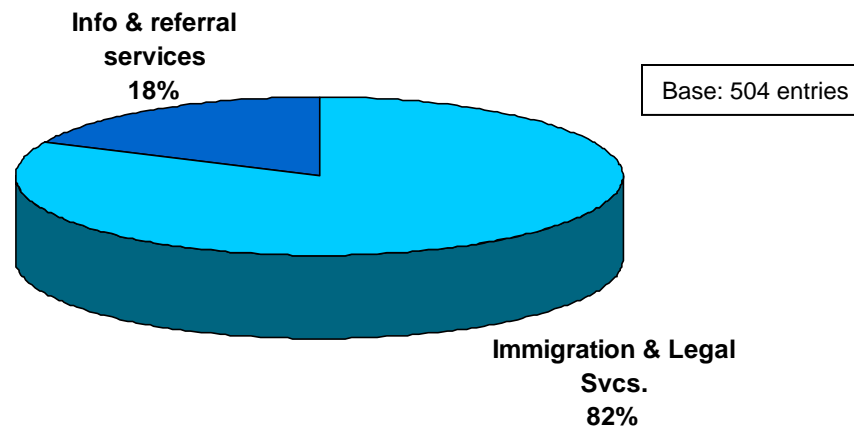
Operations by Site

Upper County Service Center

Programs & Services:

The Upper County satellite office located in Germantown served:

- 91 information & referral requests (through phone call or walk-in)
- 413 program participants in the Pro Bono Legal Clinic (presented by Montgomery County Bar Foundation)



This significant decrease in the levels of participation compared to FY'08's 4,951 program participants is due to the loss of the following programs/partnerships: Montgomery College – AELG (ESOL), Montgomery College – RTC (citizenship preparation), and Jewish Vocational Services (Job Club – job readiness training).

Operations by Site

Wheaton Library

Programs & Services:

Total attendance registered at Wheaton Library is 725 participants for the following programs:

- English Conversation: 424 participants
- Everyday English: 70 participants
- Everyday Spanish: 161 participants
- Practical English Consultation: 2 participants
- Program Registration: 68 participants

All programs were taught by volunteers.

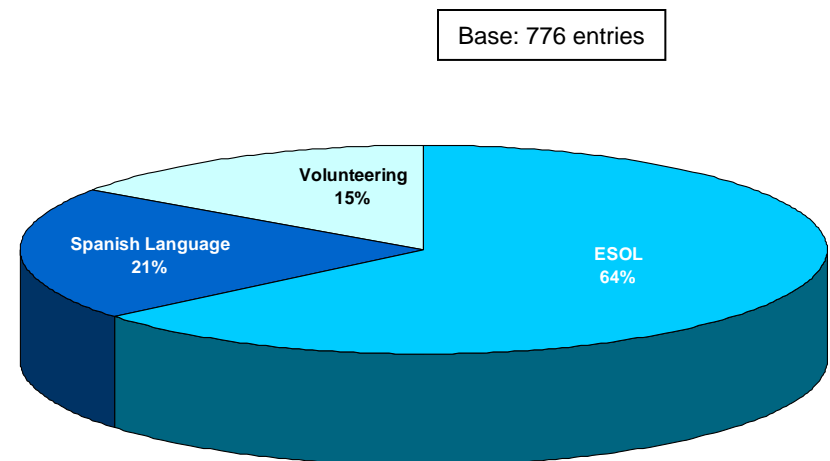
Volunteer Participation:

Number of volunteers: 19 teachers

Number of visits of volunteers: 119 visits

Volunteer hours for this site: 218.5 hours

Average number of hours: 2 hours



Operations by Site

Holiday Park Senior Multi-Services Center

Programs & Services:

- ❑ Total attendance registered for this site: 619 participants.
Program offered: Everyday English
Average attendance: 15 students per session
- ❑ This program is volunteer run.
- ❑ Volunteer participation:
Number of volunteers: 1 teacher
Number of visits of volunteers: 41 visits
Volunteer hours for this site: 103 hours
- ❑ Frequency: ongoing, once a week (Thursdays from 9 – 11:30 am)

Operations by Site

Other Offsite Location:

Mid-County Regional Service Center

Programs & Services:

- ❑ 1 program was offered offsite:
English Conversation
- ❑ Total attendance registered for this programs: 17
- ❑ This program is volunteer run
- ❑ Volunteer participation:
 - Number of volunteers: 1 teacher
 - Number of visits of volunteers: 4 visits
 - Volunteer hours for this site: 6 hours

Helping new Americans reach their fullest potential for a stronger Montgomery County:

Programs

“(el Centro Gilchrist) es sinónimo de esperanza para mucha gente, una catapulta para progresar, para seguir adelante. Hay clases de inglés, se ofrecen clases de computación, hay clínica legal gratis (...).” *(The Gilchrist Center) is synonymous to hope for many people, a boosting platform to thrive and continue to go forward. There are English classes, computer classes, free legal assistance (...).*

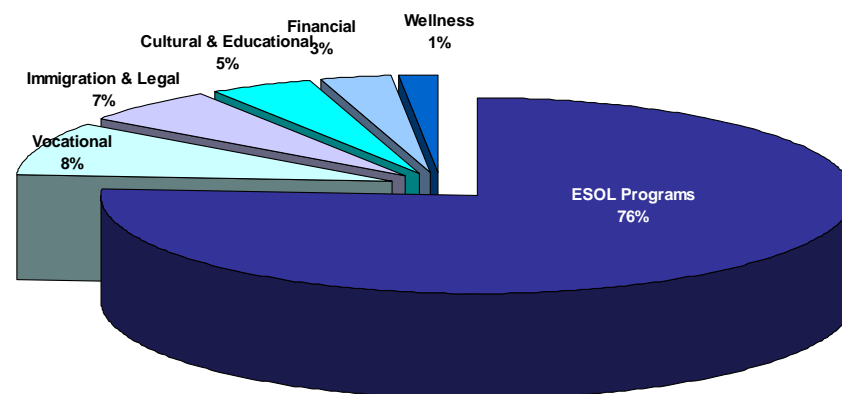
– Javier Herrera, Wheaton, MD; Gilchrist Center student.

Programs

Participation by Category

- In FY'09 the Gilchrist Center served 43,200 participants:

- 32,840 in **ESOL programs:**
including ESOL-Montgomery College, Saturday English Classes, Practical English Consultation, English Conversation, Vocational English, Business English, and Everyday English.
- 3,855 in **Educational & Cultural Programs:**
including GO Club-Arthur Lewis Go Club, Folk Dance, Spanish 101/102, Intermediate Spanish, Spanish Conversation Club, Spanish Literacy, Youth Civics Program – Liberty's Promise, Homework Club- Family Learning Solutions.
- 2,601 in **Vocational Programs:**
including Basic Computer classes, MS Word – Today's Family.



- 1,827 in **Immigration & Legal Programs:**
including Pro-Bono Legal Clinic-Bar Foundation of Montgomery County, Domestic Abuse Legal Counseling – House of Ruth, and Citizenship Preparation Classes – Baltimore City Community College.
- 1,339 in **Wellness Programs:**
including Counseling for refugees and asylees – ASTT, Health and Nutrition Seminars, Meditation for beginners, Reiki and special events.
- 738 in **Financial Programs:**
including Income Tax Assistance Clinic-Community Tax Aid, and Business Development Seminars & Consultation-Latino Economic Development Corp.

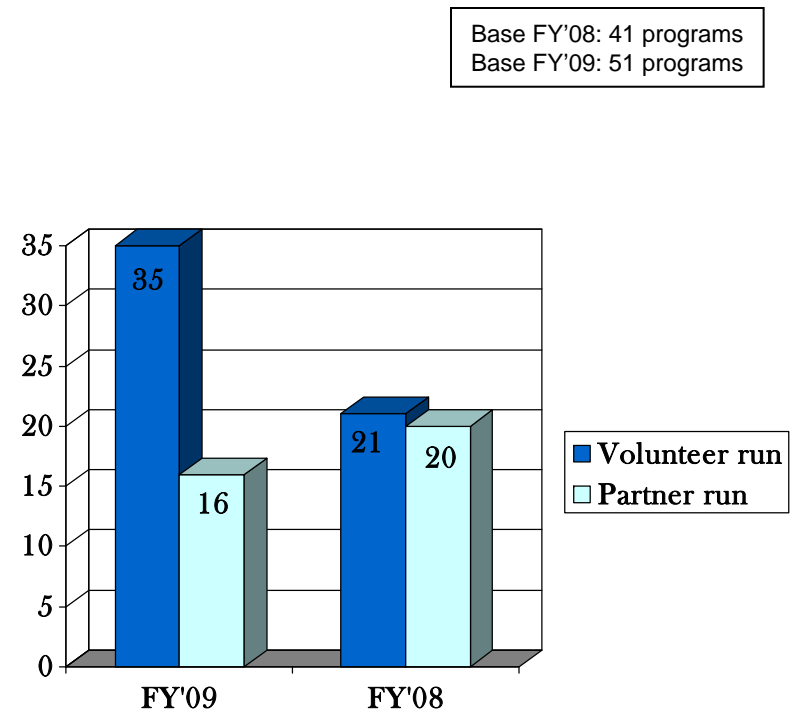
Programs

- Programs lost in FY'09:
 - ❑ ESOL classes provided by Montgomery College – Upcounty site. This program registered 3,012 participants in FY'08.
 - ❑ Citizenship preparation classes provided by Montgomery College Refugee Training Center – Upcounty site. In FY'08 there were 1,524 participants in this program.
 - ❑ English for Beginners provided by African Immigrant and Refugee Foundation
 - ❑ Video production program for youth provided by Access Montgomery
 - ❑ Job Club, job readiness workshops, provided by Jewish Vocational Services (JVS)
 - ❑ Money Matters, personal financial management workshops, provided by JVS

Programs

Volunteer- and partner-run programs

- Volunteer-run programs experienced a significant increase from FY'08 to FY'09, going from 21 programs to a total of 35 (66% increase).
- The Gilchrist Center offers: 30 volunteer-run programs at its main site, 4 at Wheaton Library and 1 at Holiday Park Multi-Services Center.
- Despite having lost programs of partnering agencies due to budget cuts, the program attendance levels remained approximately the same as FY'08.
- The attendance retained mainly by adding more volunteer-run programs coordinated by Gilchrist Center staff, such as Everyday English and English Conversation classes.

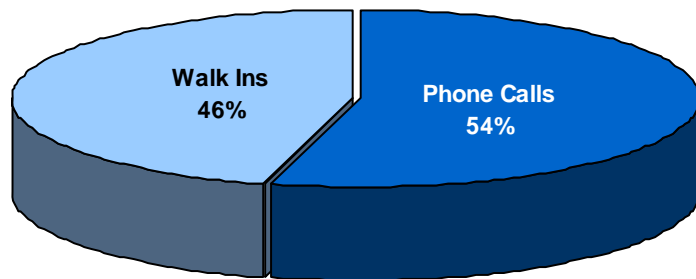


Fostering private and public resources for the greater good:

Information & Referral Services

Information & Referral Services

Base: 9,637 contacts

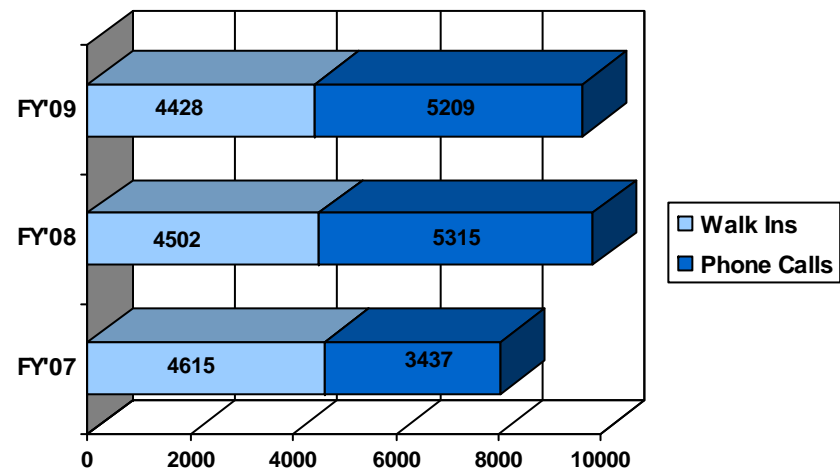


Gilchrist Center staff resolved 9,637 information & referral services requests:

- 5,209 phone calls
- 4,428 walk-ins

The levels of services have remained at very similar rates as to FY'08's.

FY'07 Base: 8,052 contacts
FY'08 Base: 9,817 contacts
FY'09 Base: 9,637 contacts



Information & Referral Services

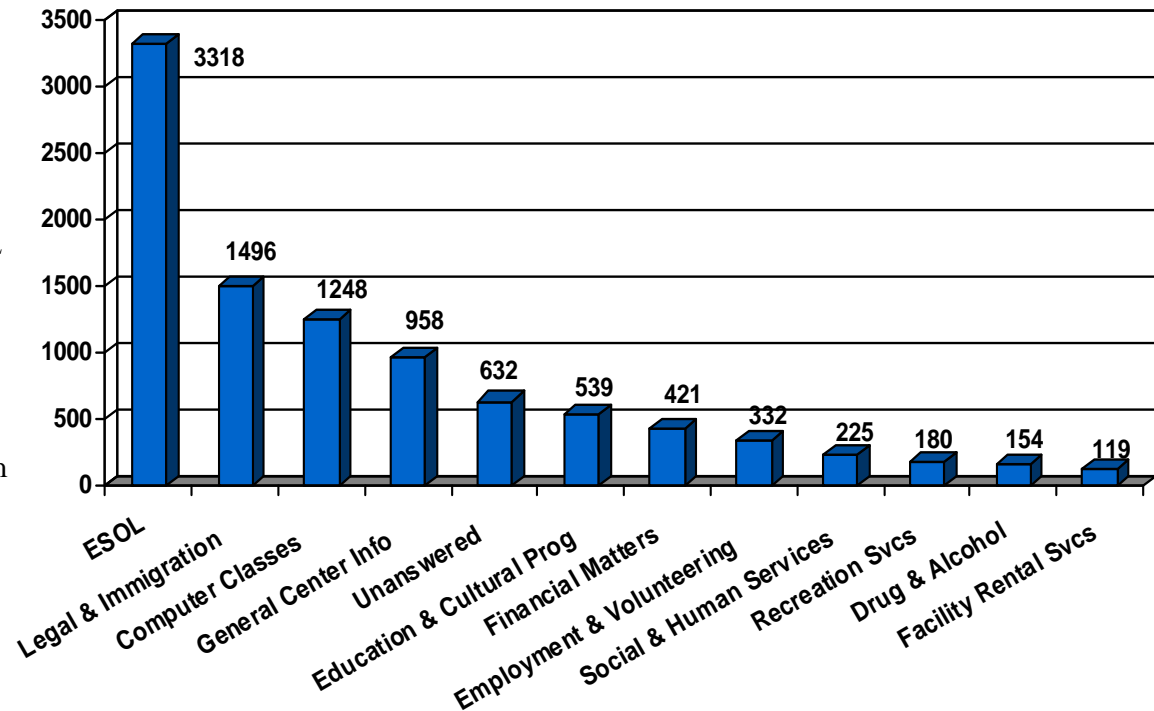
Services by Category

Base: 9,637 entries

The most common information requests relate to ESOL, Legal & Immigration issues and Computer Classes.

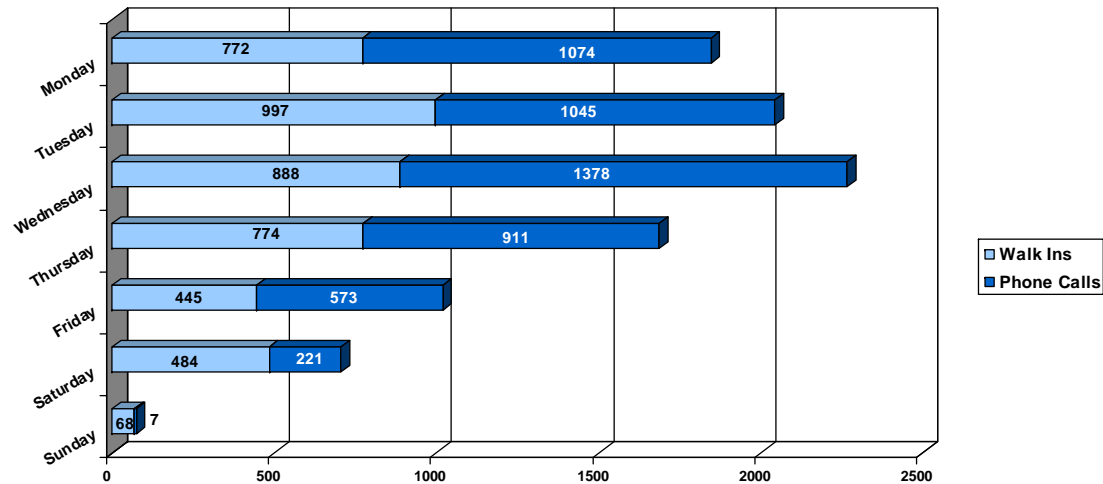
Requests for information concerning ESOL programs have steadily increased by 17% since the previous fiscal year, and remain the number one service needed.

Requests for Computer Classes information have experienced an increase of 36% since FY'08.



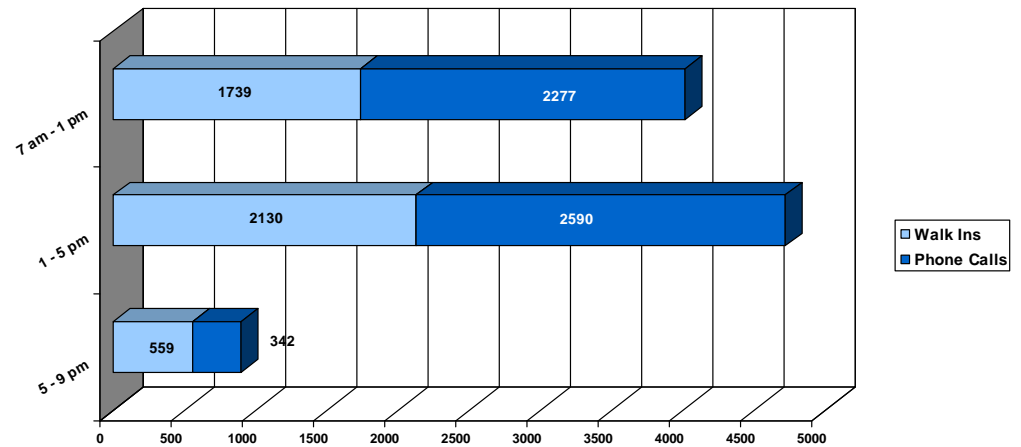
Information & Referral Services

Services by Day/Time



Base: 9,637 entries

Wednesdays, Tuesdays and Mondays are the busiest days. Most of these requests take place during early afternoon (1-5pm), followed by the morning hours (9 am- 1 pm).



Supporting organizations committed to
serving our community:

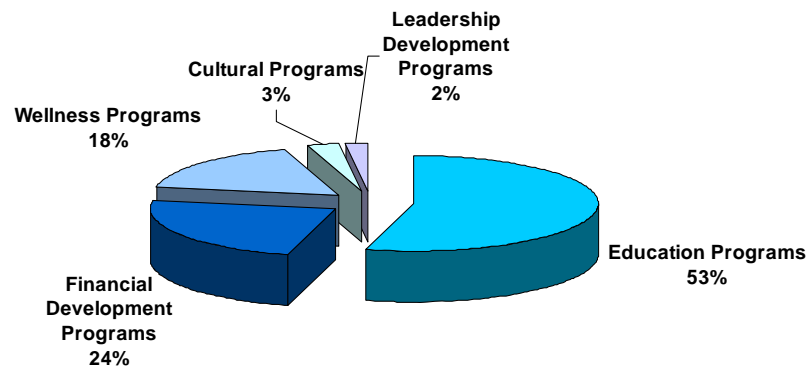
Gilchrist Center Facility Users

Gilchrist Center Facility Users

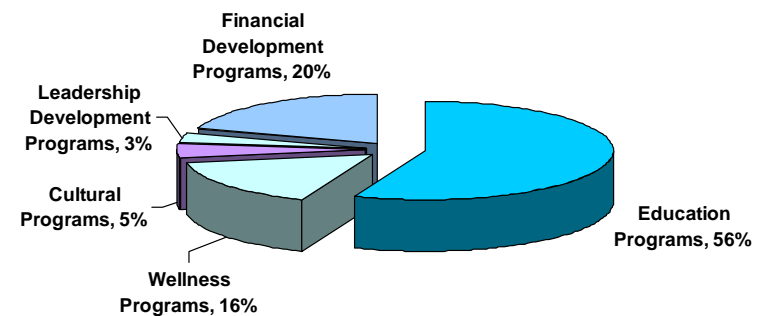
Activity & Attendance

- The Gilchrist Center supports new and existing community groups that offer programs and services that meet the needs of the community by giving advice/sharing expertise, marketing services and programs and providing infrastructure (meeting rooms, office equipment, etc).

**Gilchrist Center Users/
Facility Use per Activity**



**Gilchrist Center Users/
Facility Use Attendance**



Base: 302 facility users;
2,459 participants

Gilchrist Center Facility Users

Programs/ services supported by the Gilchrist Center

- African culture and development group
- Accounting training for small business owners
- Mental health support groups for Spanish speakers
- Mediations
- Computer classes in Chinese
- Vietnamese association's organizational meeting
- Youth leadership program
- Caribbean group's organizational meeting
- Counseling for new mothers
- Best practices meetings on childcare
- One-on-one English tutoring
- Peace forums
- Public health forums
- Training for ESOL instructors
- CPR training
- Drug and alcohol education in English and Spanish for driver's license

A decorative L-shaped line in a dark teal color, consisting of a horizontal segment and a vertical segment meeting at a right angle.

Gilchrist Center: a community-led endeavor

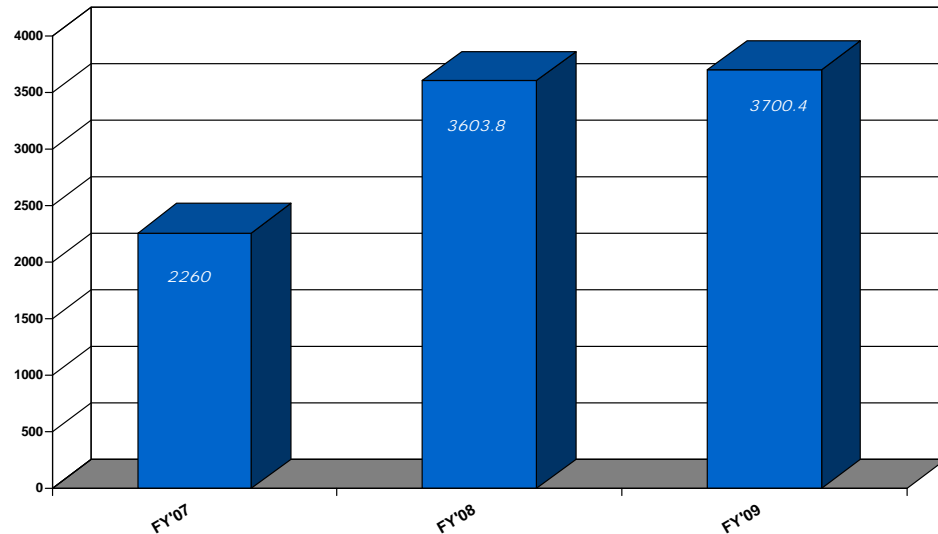
Cultural Ambassador volunteer program

A horizontal line in a dark teal color, spanning the width of the text above it.

Cultural Ambassador Volunteer Program

Annual participation – hours

- The Gilchrist Center has relied on the efforts of volunteers for organizational and programmatic support throughout the years.
- The number of hours contributed has been increasing in the last three fiscal years.



FY'07 Base: 846 entries
FY'08 Base: 1,237 entries
FY'09 Base: 1,292 entries

Cultural Ambassador Volunteer Program

Volunteer Program's Quick Facts

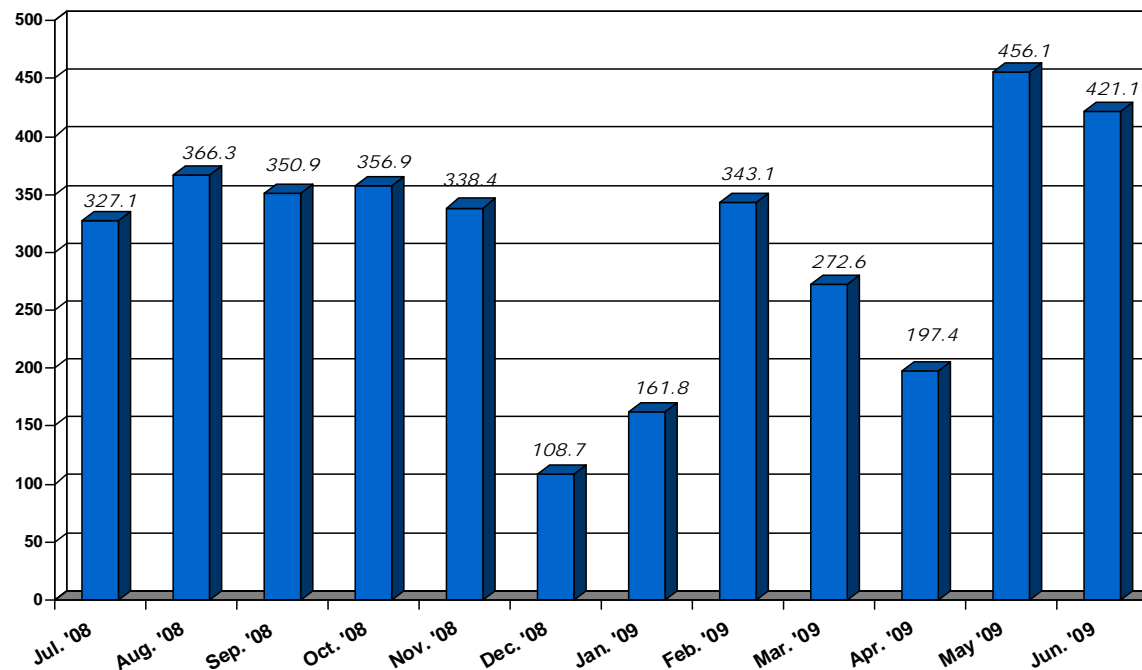
- ❑ During FY' 09 volunteers contributed a total of **3,700.4 hours** to the Gilchrist Center.
- ❑ Volunteers participated on 1,292 occasions. Average hours: 3 hours per visit.
- ❑ Volunteer base for FY'09: 124 (SSL students = 36)
- ❑ Total SSL hours provided 664 (average: 3 hours/ visit)
- ❑ Total languages spoken by volunteers: 17 (including Spanish, French, Korean, Sinhala, Tagalog, Indonesia Bahasa, Italian, Cambodian, Swahili, Japanese, Amharic, Chinese, Russian, Vietnamese, Portuguese, and German)

Cultural Ambassador Volunteer Program

Monthly Participation - by hours

- Gilchrist Center volunteers contribute their time throughout the year. Significant decreases in the number of hours volunteered are observed during winter holidays and spring break.

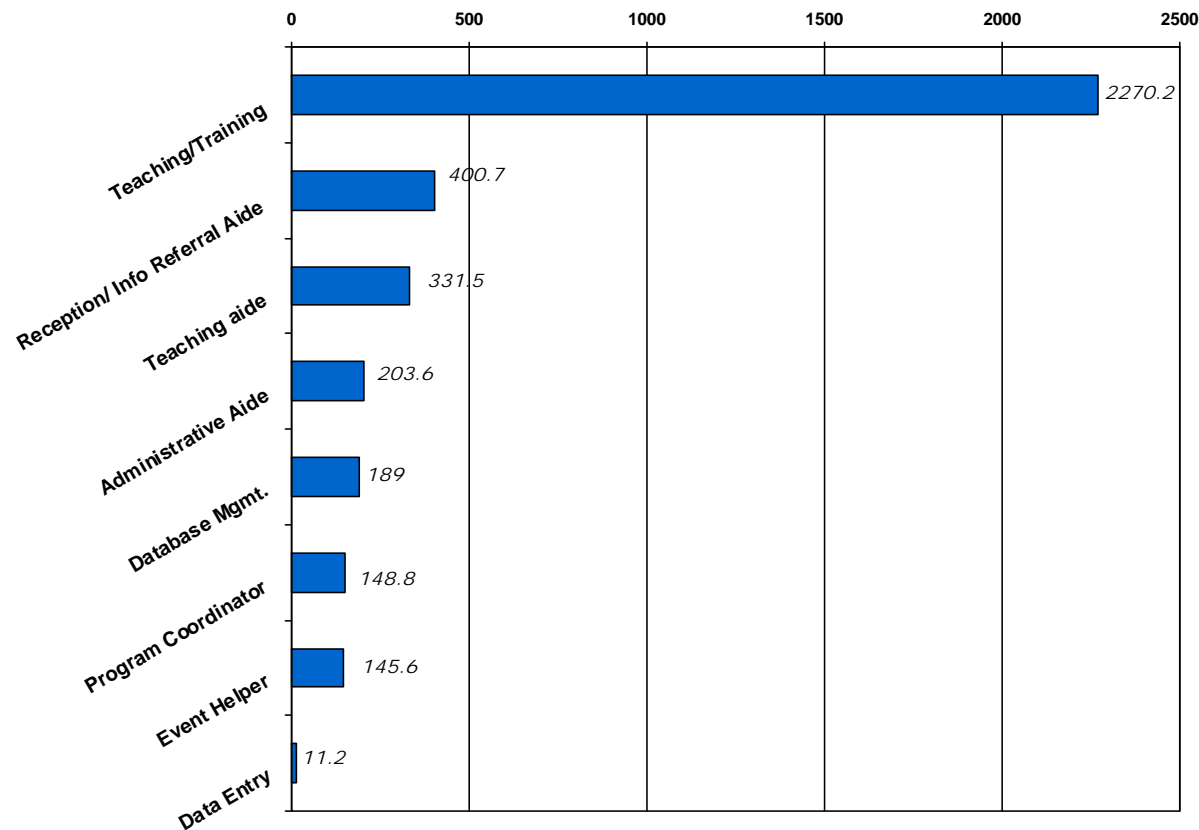
Base: 1,292 entries



Cultural Ambassador Volunteer Program

Hours per Activity

- Volunteers provided their expertise in a wide variety of capacities to help carry out the Gilchrist Center's mission.



Base: 1,292 entries

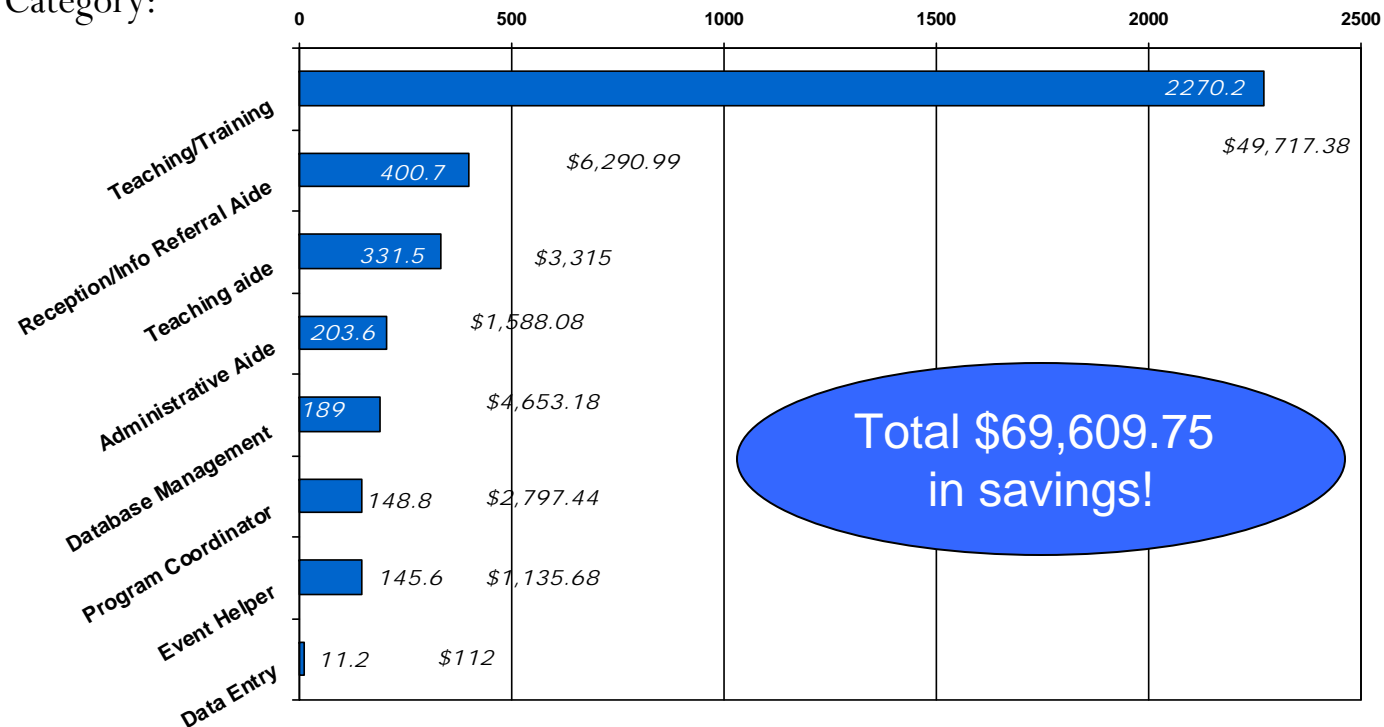
Savings

Savings

Staff Salary Savings

Base: 1,292 entries

- The Gilchrist Center saved \$69,609.75 this fiscal year through the use of volunteers.
- Savings by Category:



*Calculations based on the following hourly rates: Teaching/Training = S-8 average rate; Program Coordinator = S-7 average rate; Reception/ IR = S-6 average rate; Data Entry = S-3 average rate; Database Management = S-8 maximum rate; Admin. Aide = S-1 average rate; Teach. Aide = S-3 average rate; Event Helper - S-1 average rate.

Staff & Volunteers

Staff and Volunteers

■ Gilchrist Center Staff:

- ❑ Maritza Rivera-Cohen – Program manager
- ❑ Kaori Hirakawa – Program specialist
- ❑ Dolores Ustrell-Roig - Program specialist
- ❑ Glennda Urrutia – Principal administrative aide
- ❑ Natalie Chhuan – Info & referral specialist
- ❑ Elyssa Diamond – Info & referral specialist
- ❑ Martha Guzman – Info & referral specialist
- ❑ Lidia Hernandez – Program assistant
- ❑ James Lacewell – Program assistant
- ❑ Digna Nolasco - Info & referral specialist
- ❑ Kashoro Nyenyezi – Program assistant
- ❑ Gabriela Raudales - Info & referral specialist
- ❑ Brauna Salinas - Info & referral specialist
- ❑ Evelyn Sequeira - Info & referral specialist

■ Volunteers:

- ❑ Diego Alarcon
- ❑ Eric A. Aldrette
- ❑ Malabani N. Ameduite Masso
- ❑ Lenor A. Armstrong
- ❑ Ronald Arrue
- ❑ Hana Asnake
- ❑ Ruth Aviles
- ❑ Ciara Baez
- ❑ Adele Baker
- ❑ Sharon Beardslee
- ❑ Michael Berman
- ❑ Margery Bernbaum
- ❑ Mayra Britch
- ❑ Frantz Boucicaut

Staff and Volunteers (cont.)

- | | | |
|------------------------|-----------------------|-----------------------------|
| ❑ Jorge Bustios | ❑ Mario Estrada | ❑ Grace Gonzales |
| ❑ Jedidiah Carmichael | ❑ Thomas Estrada | ❑ Hunter Gradie |
| ❑ Judith Carmichael | ❑ Evelyn Farinas | ❑ Howard Greer |
| ❑ Jasmine Carter | ❑ Nancy Ferris | ❑ Edwin Guil |
| ❑ Leslie S Castro Cruz | ❑ Matilde Flores | ❑ Teresa Gutierrez |
| ❑ Yunjae Choi | ❑ Julie Friedman | ❑ Patrick Hearle |
| ❑ Kevin Connors | ❑ Eyob T Ghermai | ❑ Nora B Hermida |
| ❑ Manuel K Cornejo | ❑ Vivek Goel | ❑ Jose A. Hernandez |
| ❑ William Cotter | ❑ Ana Gomez | ❑ Wilmar Hernandez |
| ❑ James O. Cross | ❑ Claudia Gomez | ❑ Juan Jose Herrera |
| ❑ George Delgado | ❑ Julian Gomez | ❑ Akeda Hosten |
| ❑ Jorge E. Diaz | ❑ Brian Jose Gonzales | ❑ Charles M. Hosten |
| ❑ Matthew Thomas Dick | | ❑ Fathia Houmane |
| ❑ Ana Dimas | | ❑ Susan Incarnato |
| | | ❑ Polgahakumbure Indaratana |

Staff and Volunteers (cont.)

- | | | |
|--|--|--|
| <input type="checkbox"/> James Jackson | <input type="checkbox"/> D'wayne R. Lewis | <input type="checkbox"/> Ana Perla |
| <input type="checkbox"/> Macarena Jara Milches | <input type="checkbox"/> Bryan Linares | <input type="checkbox"/> Celso Pessoa |
| <input type="checkbox"/> Madge Jefferson | <input type="checkbox"/> Laura Linares | <input type="checkbox"/> Shantal Pierola |
| <input type="checkbox"/> David Jimenez | <input type="checkbox"/> Patricia Linares | <input type="checkbox"/> Ward Puckett |
| <input type="checkbox"/> Estuardo Jimenez | <input type="checkbox"/> Kathleen McLoughlin | <input type="checkbox"/> Doris R. Quintanilla |
| <input type="checkbox"/> Ayanna Johnson | <input type="checkbox"/> Betty Mitchell | <input type="checkbox"/> Neil Dylan Quiroga |
| <input type="checkbox"/> Judith Johnson | <input type="checkbox"/> Abdelillah Moktefi | <input type="checkbox"/> Robert Ramey |
| <input type="checkbox"/> Amsale Kassa | <input type="checkbox"/> Raymond Muhula | <input type="checkbox"/> Laura A. Ramirez |
| <input type="checkbox"/> Mistire Kebede | <input type="checkbox"/> Astrid Najera | <input type="checkbox"/> Lauren Real |
| <input type="checkbox"/> Hun Kim | <input type="checkbox"/> Laura D. Nava | <input type="checkbox"/> Luke Riel Rodney |
| <input type="checkbox"/> Myung Kim | <input type="checkbox"/> Hurlere V. Ndjoussi | <input type="checkbox"/> Stacy L. Robinson |
| <input type="checkbox"/> James Lacewell | <input type="checkbox"/> Leonard Okorie | <input type="checkbox"/> Myriam K. Rodriguez |
| <input type="checkbox"/> Edda L. Leiva | <input type="checkbox"/> Stephen C. Orosz | <input type="checkbox"/> Roberto Rodriguez-Rivas |
| <input type="checkbox"/> Mishelle Leiva | <input type="checkbox"/> Ana P. Ortega | <input type="checkbox"/> Manuel A. Romano |

Staff and Volunteers (cont.)

- ❑ Helen Saah
- ❑ Alexa Santana
- ❑ Antonio B. Santiago
- ❑ Angela P. Simbaqueva
- ❑ John Starrels
- ❑ Berton B. Subrin
- ❑ Charlotte Suh
- ❑ Natan Tafese
- ❑ Mona Tennyson
- ❑ Rita M. Torres
- ❑ Taylor Trombley
- ❑ Antonio Vidal
- ❑ Lesley M. Vossen
- ❑ Elizabeth Forbes Wallace
- ❑ Sumetha S. Wickramanayake
- ❑ Jack Wiedemer
- ❑ Lillie M. Williams
- ❑ Cheryl Winston
- ❑ Vicky Wood
- ❑ Rumming Wu
- ❑ Lokman Yeung
- ❑ Qingqing Yu
- ❑ Eileen Zeitz
- ❑ Xuexia Zhen

Methodology

Methodology

- Study type: Quantitative
- Sample:
 - Gilchrist Center visitors who registered their attendance on any of the Center's logs: Walk-In log or Program log.
 - Phone Calls recorded: registered by Center staff and volunteers in Phone log.
 - Sample size: 56,588 entries
- Special considerations:
 - Demographic data is based on recorded participant/visitor information. Any information that was not registered by the participant was not projected into the data.
 - Zip codes were extracted from Phone Logs, Walk-Ins and Programs. Countries of origin information was based on Walk-Ins and Program logs.
 - Program entries corresponding to zip codes and countries of origin are based on a monthly random sampling.



Charles W. Gilchrist Center for Cultural Diversity
Montgomery County Recreation Department
11319 Elkin Street
Wheaton, MD 20902
(240) 777-4940